GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

ITE&C Department - Guidelines to departments for developing G2C, G2G and G2B services by APOnline - Orders - Issued.

INFORMATION TECHNOLOGY, ELECTRONICS & COMMUNICATIONS (Portal) DEPARTMENT

G.O.Ms.No. 21 Dated: 13.12.2019

Read the following:

1. G.O.Ms No. 39 of IT & C Department, dated: 12.09.2002.
2. G.O.Ms No. 19 of IT & C Department, dated: 03.07.2004.
3. G.O.Ms No. 21 of IT & C Department, dated: 28.07.2005.
4. G.O.Ms No. 14 of IT & C Department, dated: 06.07.2006.
5. G.O.Ms No. 23 of IT & C Department, dated: 02.11.2007.
6. G.O.Ms No. 4 of IT & C Department, dated: 27.1.2009 .
7. G.O.Ms.No. 7 of IT & C Department, dated 25-06-2010.
8. G.O.Ms.No. 7 of IT & C Department, dated 06-07-2011.
9. G.O.Ms.No. 15 of IT & C Department, dated 05-05-2012.
10. G.O.Ms.No. 33 of IT & C Department, dated 18-09-2012.
11. G.O.Ms.No. 16 of IT & C Department, dated 06-09-2013.
12. G.O.Ms.No. 8 of IT & C Department, dated 15-05-2014.
13. G.O.Ms No. 21 of IT & C Department, dated: 30.09.2014.
14. G.O.Ms No. 23 of IT & C Department, dated: 02.12.2015.
15. G.O.Ms No. 23 of IT & C Department, dated: 05.11.2016.
16. G.O.Ms.No.4 of IT & C Department, dated: 07.04.2017.
17. e-file.F.NoESD-12051/8/2016-DD-FIN-ESD communicating the record of discussions held by the Committee on 6th June 2017.
18. G.O.MS.No.22 of IT & C Department, dated: 30.11.2017.
19. G.O.RT.No. 100 of IT & C Department Dated: 26-10-2018.
20. O.O.Rt.92, dt: 15-07-2019 Committe Constituted
21. Committee Meeting Minutes held on 25.07.2019 and 16.09.2019

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O R D E R:-

APOnline Ltd., was set up as a Joint Venture between AP Technology Services and TATA Consultancy Services Limited, to improve the efficiency and productivity of operations of all departments in addition to being citizen centric to cater to the growing IT needs of all departments

2. In the G.Os read above, detailed guidelines were issued and their validity extended from time to time for development of applications, services and websites and their hosting. In the GO.Ms. 10th read above, Government issued amendment order such that, APOnline Ltd., (http://www.aponline.gov.in) operates to provide an electronic Service Delivery to citizens offered by the Government, as per Electronic Service Delivery Rules 2011 of Andhra Pradesh Information Technology.

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3. In the GO 18th read above, for the improvement on Guidelines to departments for developing G2C, G2G and G2B services, Maintenance, implementation & Transcription/ Subscription based charges on APOnline, Government has issued orders on certain guidelines to fulfil the parameters as given below

i. **Proper Documentation: -** Documentation is very important and useful aspect of the project from requirement analysis up to project closure and updating the same is the key for project development and maintenance. Documentation is used as reference by all stakeholders including team members, reviewers, auditors and approvers. It is required that the documentation be updated at every stage, milestones of project from kick-off to project completion with all details to reflect current status. This need to be updated regularly as per SDLC and current industry standards to reflect present status and shared with the concerned Government Department, APTS and Director, ESD.

ii. **Handing over of Source Code**:- The source code of the project needs to be handed over to the department owning the project with proper comments and details. The source code should be marked and delivered for various stages of project during development as well as support. The source code should also be delivered periodically to the requesting department during support phase also with proper comments, date in standard formats.

iii. **Intellectual Property Rights** (IPR) :- It is to be noted that the IPR of any software development, support and customization done for various projects for any department for Government of Andhra Pradesh shall be exclusively with the Government of AP only.

iv. **Effort Estimation**: -The effort estimations for software development, support and customization being followed for any project should follow standard estimation procedures. The estimation procedure should be able to differentiate between new development, support (or maintenance) and customization of existing module or project. The estimation process should be from best of models defined in the industry and currently prevailing using the standard approaches like Empirical, Heuristic and Analytical methods. Suggested estimation models are PUTNAM, Delphi technique, COCOMO2, Function Point analysis, Bottom-up/Top-down approach. It can also be a combination of above models as required and based on project needs. This should be supported by detailed Work Breakdown Structure etc...

v. **Customization**: -The project customization for various departments should be identified, estimated and priced differently and not as per standard development model. Since customization means fine tuning of existing software with minor changes as per requirements, it should be marked differently and not charged at the same rates as that of development cost. There should be separate pricing model for customization like not assigning senior roles for customization efforts etc... The source code of a project developed for one department may be reused with customization for other departments, and should be explicitly marked.

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vi. **All APOnline Projects to be vetted by Committee: -** Those projects the MOU being signed by APOnline with other departments should be intimated to the office of ESD / APTS. The projects being executed shall be vetted by the APTS, Officer concerned or any committee nominated by the Principal Secretary/ Secretary ITE&C.

vii. The above parameters such as Proper Documentation of the project, Submission of source code, IPR with the department concerned, proper effort estimation to arrive at project cost, separate costing for customization with reusability need to be rigorously followed by the APOnline and reports to be submitted regularly or as and when required.

viii. In addition to the above parameters, APOnline may also enters into MOU with various departments that have separate requirements and need vendor support to execute such projects. Such projects / services being developed for departments and offered to citizen are served through APOnline Centres exclusively, but need to be integrated with MeeSeva/Central portal also so as to serve the citizens across the state without any access limitations or monopoly.

4. The committee also observed that the share holding of Government of AP as on date is unclear after AP Reorganisation act is implemented. The reconstitution of the JV is still under examination by the government. After deliberations the committee has made the below observations and recommendations: -

a) The Usage of www.aponline.ap.gov.in by M/s APOnline is prohibited and www.ap.gov.in domain should be used only for Government websites and M/s APOnline should remove the portal with ap.gov.in extensions and replace these public domain names. However, to ensure the service continuity for online visitors, a link needs to be provided for the older reference.

b) **Fixation of prices:**

i. On-site: Team working on the particular project will be deployed at the client or department side using the infrastructure provided by the client or department. The department continuously coordinates with the team and the project is developed and maintained. The cost in these cases shall be 10% less when compared to the Off-site projects.

ii. Off-site: Team working on the project will be working from APOnline office with remote interaction with the department. The GO rates are for the off-site team deployment.

c) All government departments utilising the services of APOnline are to follow the guidelines issued in this GO and ensure such project IPR is owned by the respective department. ITE&C department may periodically review the enforcement of these guidelines by the departments.

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5. Government after careful examination, with a view to enable Government departments to utilize the services of APONLINE LIMITED, in a speedy and convenient manner, hereby approves the above recommendations of the committee as mentioned at para 4 above, duly fulfilling the parameters mentioned at para 3 above and prescribing the manpower charges as below: -

S.No.	Role	Experience	Rate per month in Rs.
1	Team Member	With 2 (two) years of experience	85,000/-
2	Module Lead	With 3 (Three) - 5 (Five) years' experience	1,00,000/-
3	Project Lead	With 3 (Three) - 5 (Five) years' experience	1,20,000/-
4	Project Manager	With 6 (Six) - 10 (Ten) years' experience	1,40,000/-

6. The cut-off date for all the existing contracts/work orders as per the old GOs shall end on 30.09.2019. The new rates mentioned in this GO shall come into effect for all ongoing and new projects from 01.10.2019 onwards and shall be valid upto 30-6-2020.

7. This GO supersedes all the earlier GOs issued in this regard.

8. A copy of the G.O is available at https://goir.ap.gov.in/

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

KONA SASIDHAR
PRL.SECRETARY TO GOVERNMENT (FAC)

To
All Departments in the Secretariat
All Heads of Departments
All District Collectors
M/s APONLINE Limited, K Business Spaces, 2nd Floor, Mahanadu Road, Vijayawada 520007

Copy to:
The PS to Chief Secretary

//FORWARDED::BY ORDER//

SECTION OFFICER